



# **SOLDIERS, CIVILIANS, & FAMILY MEMBERS' REINTEGRATION GUIDE**



**AN ARMY FORWARD**

**ANY MISSION, ANYWHERE**





## FOREWORD

Welcome home from Operation Iraqi Freedom (OIF) and thank you (and your family if they are here in USAREUR with you) for your incredible performance in Iraq. I am extremely proud of you.

The range of challenges you have overcome during the OIF deployment has been extremely complex. On a daily basis your families and friends have witnessed, with freedom-loving people around the globe, the hardships and risks you have endured. Your training, sense of pride, and commitment have ensured your success.

Now, our goal is to ensure that you are effectively reintegrated with your community, friends, and family, formally recognized by the command for your achievements, and prepared to return to a more normal military lifestyle. Commanders at all levels have and will continue to take an active role to assist you, either individually or as a unit. This effort includes you as the Soldier, civilian employee, and family member. All of you have endured similar hardships associated with this deployment. We recognize that, and have included everyone who has served in OIF in the reintegration program.

USAREUR leaders have developed a three-phase reintegration program to assist all of you as you return to Europe. Senior tactical commanders, in coordination with the major agencies supporting USAREUR, have coordinated to ensure your reintegration goes smoothly. This "Soldiers, Civilians, and Family Members Reintegration Guide" is intended to provide you with helpful checklists, telephone numbers, and information to organize and make your transition easier.

Your performance over the last many months has proven to the world that the United States Army is a professional and lethal force capable of defeating any enemy. Meanwhile, your compassion and honor were ever-present, as you demonstrated America's will to achieve the goal of eliminating the threat of terrorism and tyranny to our citizenry.

Thank you for everything you do in our collective pursuit to secure our Constitution for future generations.

  
B. B. BELL  
General, USA  
Commanding

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# CHAPLAIN



## **HOMECOMING and REUNION**

Your country called and once more you have responded to that call in an exemplary manner. We continue to demand levels of excellence from you which you always meet and surpass. At the same time we have placed a tremendous physical and mental stress on you and your families. The Chaplains Office and a variety of other agencies, to include Medical, Personnel, and ACS have formed a comprehensive program to meet your needs as you prepare for your redeployment to the home front.

All Soldiers and DA civilians redeploying, whether by unit or as individuals, are provided a means for personal, family, and community reunion and reintegration to reestablish personal relationships as well as readiness. This guide will provide information to you, your family and friends, and direct you to agencies that are ready to provide assistance.

There is no doubt, that upon your return, you will discover that things have changed for both you and your family. What needs to be emphasized is that change is constant, and with effort on everyone's part, change can be positive and beneficial.

Make time to share your "story" with your loved ones. Equally important is that you give them your attention when they share their story with you. Deployment is always a team effort and it causes life to get more complicated for everyone involved. We, the Army family, are prepared to assist you in your transition from forward deployment to home station.

Remember, it's not always easy to adjust back to home station. If you have problems, talk to your local chaplain or other helping agency. Do not hesitate to share your concerns. Getting back together after a prolonged absence takes time and patience.

Don't think that your problems are unique. You'll be surprised to find out that you are not alone.

## *USAREUR CHAPEL PHONE ROSTER*

### **6<sup>th</sup> Area Support Group**

Patch	430-5000
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### **22<sup>nd</sup> Area Support Group**

Aviano, Italy	632-5211
Naples, Italy	625-5615
Roto, Spain	727-2161
Sigonella, Sicily	624-5888/4295
Vicenza, Italy	634-7719

### **26<sup>th</sup> Area Support Group**

Babenhausen	348-6512
Darmstadt	348-6512
Heidelberg MTV	370-1570
Heidelberg PHV	379-6596
Kaiserslautern	480-6148
Landstuhl	486-8399
Mannheim	380-9448
Ramstein/ Vogelweh/ Sembach	489-6859

### **80<sup>th</sup> Area Support Group**

Brussels	368-9677
Chievres	361-5381
Geilenkirchen	

### **98<sup>th</sup> Area Support Group**

Ansbach	467-1570
Bamberg	469-1570/8719
Giebelstadt	352-7407
Illesheim	467-4642
Kitzigen	350-1570
Schweinfurt	354-6250

### **100<sup>th</sup> Area Support Group**

Grafenwoehr	475-1570/7142
Hohenfels	466-1570
Vilseck	67-1570/2879

### **104<sup>th</sup> Area Support Group**

Freidberg	324-3508
Giessen	43-8020
Hanau	322-1570

## **Counseling Assistance**

The Army has started a telephonic counseling service called Army One Source (AOS). AOS is available for everyone who has deployed or been affected by deployments in support of Operation Iraqi Freedom, Operation Enduring Freedom, and Noble Eagle. This is in addition to the regular counseling from Army Community Service, the Chaplains office, the hospital, etc. The service is free. AOS provides 24-hour, seven days a week, toll free information. **The OCONUS number is (access code) 00-800-464-81077 (dial all 13 digits), and is free of charge to callers. If you can't dial 1-800 numbers free calls can be made collect to 484-530-5889.**

Highly trained professional staff is ready to provide assistance and to give customized information for your special needs. The staff has the ability to respond to anyone's needs regardless of primary language, cultural background or any physical challenges such as hearing or vision problems. The staff is supported by an immediate translation service that allows soldiers or family members to speak with the counselor in the language they are most comfortable with while the translator is right there on the line.

AOS provides information ranging from day-to-day concerns to deployment/reunion problems. And, if there is a need for face-to-face counseling, AOS will arrange for counselors here in theater. Personal counseling is provided through our own USAREUR marriage and family counselors. All deployed soldiers and civilians have the opportunity to use Army One Source anywhere, anytime, and can remain anonymous if they want. The staff focuses on privacy and they discuss the limits of that privacy with the caller upfront. There may be times when complete privacy just isn't possible, but they explain what those limits are when necessary.

If you need someone to talk with, don't hesitate to call and get the confidential and professional support you want, when you need it.



## Stress Symptoms

The following stress danger signals focus on the medical and physical symptoms common to tension stress. Your physician can best determine your medical condition, but these guidelines will provide you with a general indication of your stress level. The more signs that are present, the stronger the likelihood that there is a serious problem. See your physician if you are concerned about these symptoms.

● General irritability, hyperexcitability, depression	● Pounding of the heart
● Dryness of mouth and throat	● Impulsive behavior, emotional instability
● Overpowering urge to cry or run	● Inability to concentrate, flight of thoughts
● Feelings of unreality, weakness, dizziness, fatigue	● Floating anxiety, being afraid and not knowing why
● Emotional tension and alertness	● Trembling, nervous tics, easily startled
● High-pitched, nervous laughter	● Stuttering, other speech difficulties
● Bruxism, or grinding of the teeth	● Insomnia
● Hyperactivity, increased tendency to move about	● Excessive sweating
● Frequent need to urinate	● Diarrhea, indigestion, queasiness, vomiting
● Migraine headaches	● Pain in neck or lower back
● Loss of appetite or excessive appetite	● Increased use of prescribed drugs
● Alcohol or drug abuse	● Nightmares
● Accident proneness	

**ARMY ONE SOURCE:** Assistance and information is available 24 hours a day, via a toll free number and Internet access

➡ From the United States 1-800-464-8107

➡ From outside the United States ONLY Toll free: The OCONUS number is (access code) 800-464-81077 (please dial all 11 digits) Or call collect: 484-530-5889

➡ Online access: URL: <http://www.armvonesource.com> Userid: Armv Password: onesource

## Suicide Prevention Helpcard

### Signs Of Suicide

- appears depressed: sad, tearful, poor sleep, poor appetite, hopeless,
- threatens suicide
- talks about wanting to die
- shows changes in behavior, appearance, mood
- abuses drugs, alcohol
- experienced significant loss
- deliberately injures self
- giving away possessions
  - recent breakup in a relationship

### What To Do

#### Provide AID

**Ask:** Don't be afraid to ask "Are you thinking about hurting yourself?"

**Intervene** immediately.

**Don't** keep it a secret.

#### Follow the acronym LIFE

**Locate help:** Staff Duty Officer, chaplain, doctor, nurse, friend, family, crisis line, hospital emergency

**Inform:** Chain of Command of the situation

**Find:** Someone to Stay with the person— **Don't leave the person alone.**

**Expedite:** Get help immediately. A suicidal person needs immediate attention by helpers

REMOVE AND  
PLACE WITH  
YOUR ID CARD

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YOUR ID CARD

# SAFETY



## **SAFETY**

You are returning from a high threat, high-risk tactical operation into a much more controlled environment. You must consciously and deliberately approach risk decisions from a different perspective in order to protect yourself, your soldiers, and your loved ones. Utilize the CD for re-educating yourself and those under your responsibility. Review and understand GEN Bell's safety intent, Command Policy Letter #3. The following areas are reemphasized as keys to your Central Region accident prevention effort.

**Risk Management** – This applies to everything you do – both on and off duty. You've made it home and you might be tempted to think that you can do anything. Don't be fooled. Things here can kill you just as easily as enemy action. So adjust your assessments and decisions to reflect the threats in the regulated Central Region environment. For example, family trips are not made under threat of hostile fire, but speed, drowsiness, alcohol and lack of seatbelt use are all waiting in ambush. Decisions on driving technique, trip length, weather, traffic and route must be adjusted accordingly. Operationally, pass risk decisions to the appropriate level.

**POV Safety** - You are out of practice with driving under "normal" central region conditions. There are rules of the road, and they are enforced. Refresh yourself on the rules, especially right of way, and adjust your speed to the conditions. Review the Driving in Europe film and get briefed on local and seasonal driving issues.

**Seat belts** – While deployed, some high threat operational risk decisions allowed you to forget your seat belt. Those risk decisions are not valid in Central Region. All persons, in all vehicles, must wear seat belts at all times.

**Drinking and driving** - Although one might think of Europe as the land of free-flowing beer, schnapps and wine, there are severe penalties for driving under the influence. The threshold is also very low – 0.5 mg pro mille (.05%) carries an administrative penalty and a level of 0.8 mg pro mille (.08%) carries a criminal penalty. If you refuse a test, it's an automatic suspension. Don't drink and drive. US Forces are enforcing the Booze It and Lose It campaign. There's a lot more than a license to be lost by being caught driving under the influence. Use a designated driver, or take public transportation. For example, you can easily take the train to Munich or to beautiful towns throughout the vineyard regions. Many people speak English; so don't hesitate to try it. It's great for traveling as a group.

**Ride Home/Designated Driver Programs** – These programs work. Use them and encourage your soldiers to use them.

**Standards** - There is no reason to bend the rules in Europe. Ensure that you and your soldiers know the standards, train to the standards, and adhere to the standards!

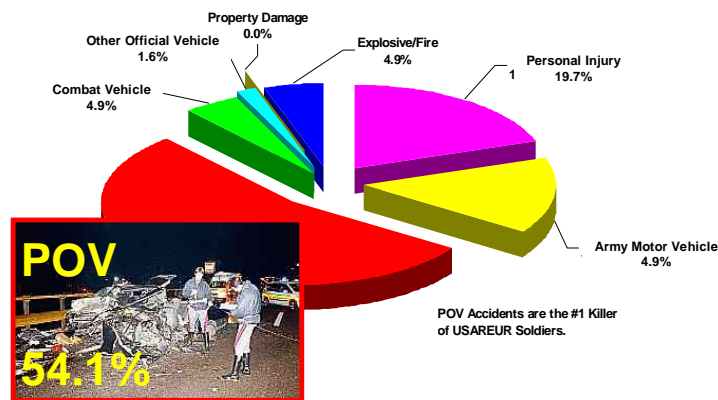
**Winter Safety** - If you are returning from the heat into a winter environment, there are two important concerns: Get acclimated to the weather and winter driving conditions and techniques. Review Cold Weather Injury Prevention. Since your body is used to a warmer climate, you may be more susceptible to cold weather injury.

USAREUR Safety  
DSN 370-8084



To help you see why these points are important, the chart below shows how and why we've lost valuable soldiers over the past 3 years. Your POV is the deadliest force we face. Excessive speed for conditions or ability, improper passing, fatigue, and alcohol impairment all figure heavily. Wearing your seatbelt greatly improves your chance of survival, regardless of who's at fault. Then note the similarities between on and off duty vehicle fatalities. The moral -- apply risk management on and off the job.

### USAREUR Ground Fatalities FY00 - 03



### General Vehicle Accident Factors

Demographics: 18-25 Yrs  
Secondary Roads  
E3-E5

Demographics: 18-25 Yrs  
Backing Accidents  
E3-E5

#### Off-Duty #1 Killer


















- *Speed*
- *Seatbelts*
- *Fatigue*
- *Alcohol*
- *Improper Passing*

#### On-Duty

- *Speed*
- *Mission Briefings*
- *Seatbelts*
- *Fatigue*
- *Indiscipline*
- *Risk Management*



## Selected European Traffic Signs You Must Know

Right of Way Signs				
	In absence of any other sign, car 2 must yield to vehicle on the right, regardless of the relative size of the roads			
	"Priority Road" You have right of way		You have right of way at THIS INTERSECTION ONLY	
	"Priority Road" will change direction at this intersection (heavy line)		You must YIELD to all traffic at this intersection	
	"Priority Road" ENDS HERE. Return to vehicle on right has right of way		NO RIGHT ON RED except at this green arrow sign; but you must yield to all traffic	
Speed Limit Signs				
	Mandatory speed limit sign		"Implied" mandatory speed limit for built up area applies (50 kph in Germany and Italy)	
	"Implied" mandatory speed limit for outside built up area applies (100 kpm in Germany, 90 kpm in Italy)		Autobahn speed limit ends. Apply "implied" speed limit for outside built up area	
	Mandatory speed limit ends, return to "implied" speed limit	  	 Sign at the border specifying "implied" speed limits	
	Autobahn implied speed limit (unlimited in Germany but 130 suggested, 130 kpm in Italy)			

# PERSONNEL



## **MILITARY PERSONNEL SUPPORT**

\*\* You can review personnel information through Soldier Readiness Checks during redeployment or by scheduling an appointment with your servicing Personnel Detachment (PD) after redeployment to home station.

\*\* **SGT/SSG PROMOTIONS:** If you are currently on a promotion list for Sergeant or Staff Sergeant, you must ensure that your current promotion points and their effective date are correct. You will need to review the *Recommended List for Promotion to E-5 or E-6* (PCN AAA-242). The report can be obtained from your Battalion S1 or servicing Personnel Detachment (PD). Your PD can also check your promotion point total and effective date in the Enlisted Distribution and Assignment System (EDAS).

-- If you have 20 or more promotion points to add to your promotion score, you are eligible for a promotion reevaluation. Soldiers with 781 points or higher must increase their promotion point total by at least 1/3 (rounding down to the nearest whole number) of the remaining point total needed to achieve 800 points. Contact your battalion S1 to schedule an appointment with your servicing PD to complete a promotion point reevaluation.

-- Soldiers with 699 promotion points or less have to validate their promotion list standing within 24 months, based on the date of their latest promotion action. This includes initial boards, reevaluations, and re-computations. Soldiers with less than 700 points who fail to validate their promotion list standing will be removed from the PCN AAA-242, *Recommended List for Promotion* on the first day of the 25<sup>th</sup> month following their latest approved promotion action.

-- If you appeared before a promotion selection board while deployed you have 60 days upon redeployment to submit a request for a retroactive promotion adjustment for any source document dated prior to the board appearance that was not available while deployed.

-- If you met the promotion cut-off score while deployed and were conditionally promoted to SGT, you must attend PLDC within 12 months

## **MILITARY PERSONNEL SUPPORT (Cont'd)**

from the effective date of the conditional promotion or prior to ETS, whichever comes first. Those soldiers who fail to successfully complete or do not attend their scheduled PLDC class within 12 months of promotion will be administratively reduced and will be required to appear before a promotion board to regain promotable status. The promotion authority may request an exception to retain a conditionally promoted soldier beyond 12 months by submitting the request through the servicing Personnel Detachment to arrive at PERSCOM prior to the end of the 12<sup>th</sup> month.

**\*\* EVALUATION REPORTS:** If you were eligible for and received an evaluation report (OER/NCOER) during your deployment, verify the report has been processed with your servicing PD. If their data is incorrect, provide a copy of the evaluation report to your servicing PD through your unit PAC. If you receive an evaluation report signed by all required personnel, but you are involved in redeploying to home station, hand carry the report to your home station PD. Maintain the report in good condition and turn the report in to your servicing PD on arrival at your home station. If you lose the report or it is damaged, reconstruction can be difficult.

**\*\* TCS STATUS:** If you were assigned to your deployed unit in a Temporary Change of Station (TCS) status, ensure you complete all required out processing with that unit and sign out prior to your return to your home station. Remember to sign in at your parent unit.

**\*\* AWARDS:** Review your personnel records to ensure all authorized awards have been appropriately annotated. If you received awards that are not indicated in this section, provide the document(s) authorizing the award to the servicing PD. During redeployment, ensure your record is correctly annotated to reflect dates of deployment and location in order to document subsequent award eligibility.

Ensure you maintain (in good condition) several copies of all documents related to your deployment. Orders, endorsements, travel vouchers, and memoranda can all become key documents later in your career.

Upon return, check the following website to confirm decorations authorized for the campaigns and operations in which you participated:

<https://www.perscom.army.mil/tagd/awards/awdmsg.htm>

## **CIVILIAN REDEPLOYMENT PROCEDURES**

**1. Deployment Cycle Support** - Deployed civilians are to be reintroduced to their home stations and pre-conflict environments through reunion and reintegration operations. Supervisors should ensure that returning individuals are reintegrated into the work environment, and provided a means for personal reconstitution and family reunion during the initial 7-day re-integration training and monitoring period. This period includes completion of the administrative actions described below. Civilians should also be formally recognized by the command for their achievement, in accordance with the following guidance.

**a. Redeployment Processing** - Upon completion of the deployment or other authorized release, civilian employees should return to the location from which they deployed. The return processing will include a thorough medical screening, a debriefing, return of clothing, equipment, and weapons (if issued), CIVTRACKS update for accountability purposes, and return to duty counseling. Redeployment processing requirements will be completed on duty time.

**b. Medical Screening** - Upon redeployment, civilians are required to complete a physical examination, either prior to theater departure, or upon return to home station. The purpose of the physical exam is to identify and document medical problems that might be connected with the deployment. Redeployment physical exams are at no cost to the civilian employee when conducted at the European Regional Medical Command (ERMC) or in the theater of operations. In accordance with ERMC Regulation 40-29, all redeployed civilians requesting physical examinations need a signed memorandum from their supervisor or from the servicing CPAC stating that the examination/immunization is necessary (sample available at <http://www.chrma.hqusareur.army.mil/contingencyguidance/redeployment>).

Employees will take the signed memorandum to the Treasury Office at the Military Treatment Facility (MTF) prior to appointment. This will allow the Treasury Office personnel to make the appropriate annotation in the Composite Health Care System that it is a non-chargeable visit. In addition, DD Form 2796, April 2003, Post-Deployment Health Assessment is required to receive a redeployment medical screening.

## **CIVILIAN REDEPLOYMENT PROCEDURES** (Cont'd)

The employee must return a completed form signed by the medical provider, to the servicing CPAC for verification that the medical screening has been completed and for accountability purposes.

**c. Debriefing** - Supervisors are responsible for ensuring redeployed civilians are properly debriefed, in accordance with the employee's mission and area of responsibility during deployment, and with internal security requirements and procedures. The director of the returning employee's organization is responsible for determining the level and type of debriefing required.

**d. Return of Clothing, Equipment and Weapons** - All items issued through the unit or CIF must be returned through the same. This includes protective masks and optical inserts, chemical protective garments, individual equipment (poncho, canteens, sleeping bag, etc.), and weapons, if applicable. Emergency Essential (EE) employees are exempt from the requirement of returning clothing and protective equipment upon redeployment.

**e. Geneva Convention Identification Cards** - All Geneva Convention Identification Cards must be turned in to the issuing office, regardless of the expiration date. EE employees are exempt from this requirement.

**f. Accountability in CIVTRACKS** - All returning civilians who were deployed to unclassified contingency operations or mobilized for emergency situations must update in the automated civilian tracking system (CIVTRACKS), to ensure continual accountability. For information on how to access CIVTRACKS, see Section. 8.

**g. Return to Duty Counseling** - All returning civilians are to report to their local CPAC for counseling on return to duty requirements and entitlements. Topics covered in the counseling include:

(1) Review of Overseas Tour Dates - to determine if a tour extension decision is required or if an adjustment to their rotation date is warranted.

(2) Health Insurance.

## **CIVILIAN REDEPLOYMENT PROCEDURES** (Cont'd)

(3) Pay issues, such as Foreign Post Differential, Danger Pay, and Imminent Danger Pay, when applicable.

(4) LQA, if applicable.

(5) Office of Worker's Compensation Program Counseling, if applicable.

**h. Post Deployment Stress Counseling** - Employee Assistance Programs (EAP) can be very helpful to employees and their families in coping with post-deployment stress and reintegration. EAPs provide short-term counseling and referral services to help with financial, emotional and dependent care problems. These services are available to employees who have been called to active military duty (or who volunteer for such duty) and to employees who are family members of those who are performing active military duty. In addition, many EAPs offer services to family members of redeployed civilian employees. Supervisors should provide contact information for local EAPs to returning civilians.

**i. Legal Services** - Civilians should update wills and powers of attorney through Legal Services upon return to home station, if needed.

**j. Welcome Home Ceremonies and Recognition** - Civilians will be included in all Welcome Home or other special recognition ceremonies at all levels. Supervisors of civilian employees are encouraged to recognize their civilian employees' accomplishments while deployed IAW the USAREUR Incentive Awards Program and AR 672-20, Civilian Incentive Awards.

**2. Leave Policy** - Civilians are required to return to work on full day schedules (the military "half-day" schedules do not apply to civilians). Civilians who wish to take personal time must request and receive approval for accrued leave. Supervisors should consider a liberal leave policy for their returning civilians who wish to take personal time. Annual leave accrued and lost while deployed can be restored upon return to the home station without it having been scheduled. Restored annual leave must be scheduled and used by the end of the leave year ending two years after the employee is returned from the deployment.

## INFORMATION PAPER

SUBJECT: Redeployment Mailing Tips for Soldiers and Commanders

1. PURPOSE. To provide recommendations to Soldiers and Commanders on mailing tips to ensure they continue to receive of their mail upon redeployment.

2. BOTTOM LINE. Provide redeploying Soldiers and Commanders with tips on important mailing actions to take to facilitate their reintegration upon redeployment.

3. DISCUSSION. The following mailing tips will ensure consistent mailing service to redeploying Soldiers and Commanders -

- Soldiers should inform correspondents to discontinue mailings 10 days prior to their redeployment date/ Commanders should notify the CMR/UMR'S of this action as well
- Soldiers should notify their supporting CMR/UMR in writing of their return date and ask them to remove all mail forwarding instructions
- Soldiers should personally visit their CMR/UMR upon return to collect all mail they may have accumulated during their deployment
- Commanders should also provide redeployment dates to family members and family support groups as soon as possible
- Commanders can also request additional mail storage space from CMR/UMR's for items being returned by mail from their deployment
- For damaged items (Insured & Registered only), retain the container, wrapper, packing and damaged contents for filing requirements (mailing receipt if applicable)

APPROVED BY: COL Jon E. Finke, CDR, 1<sup>st</sup> PERSCOM



## **LIST OF PROHIBITED MAIL ITEMS TO & FROM IRAQ**

IAW USCENTCOM General Order 1A states: "...weapons, ammunition and items of military equipment" as war trophies.

The following items are also prohibited IAW the U.S. Postal Bulletin:

- Securities, currency, or precious metals in their raw, unmanufactured state are prohibited. Official shipments are exempt from this restriction.
- Mail addressed to "Any Service member," or similar wording such as "Any Soldier," "Sailor," "Airman," or "Marine"; "Military Mail"; etc., is prohibited. Mail must be addressed to an individual or job title such as "Commander," "Commanding Officer," etc.
- Obscene articles, prints, paintings, cards, films, videotapes, etc., and horror comics and matrices are prohibited.
- Any matter depicting nude or seminude persons, pornographic or sexual items, or non-authorized political materials is prohibited. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.
- Pork or pork by-products are prohibited.
- Fruits, animals, and living plants are prohibited.
- All alcoholic beverages, including those mailable under DMM C021, are prohibited.
- Materials used in the production of alcoholic beverages (i.e., distilling material, hops, malts, yeast, etc.) are prohibited.
- Express Mail Military Service (EMMS) not available from any origin.

## **MAILING SIZE/WEIGHT LIMITATIONS.**

IAW the Domestic Mail Manual, the size and weight limitations are:

- 130 inches, (length and girth combined)
- 70 pounds

# FINANCE



## **PAY ENTITLEMENTS UPON REDEPLOYMENT FROM OIF**

All Soldiers can anticipate changes to their pay based on their redeployment from OIF. Deployment entitlements that should stop upon redeployment are the following: Hardship Duty Pay - Location (HDP-L); Family Separation Allowance (FSA); Hostile Fire Pay/Imminent Danger Pay (HFP/IDP); and Combat Zone Tax Exclusion (CZTE). Other entitlements that may be effected are Basic Allowance for Subsistence (BAS) and Cost of Living Allowance (COLA) depending on Soldier's situation upon redeployment. Following are brief explanations of each pay entitlement to include travel settlement and Savings Deposit Program (SDP).

✓ **Basic Allowance for Subsistence (BAS):**

- If you received Separate Rations (BAS) or Rations in Kind Not Available prior to deployment, your BAS did not change for the deployment and will not change upon redeployment.
- If you were designated as Essential Station Messing (Meal Card Holder), prior to deployment, you received the entire amount during the deployment with no collection in the deduction column on your LES. When you redeploy to home station, your BAS collection will revert back to your pre-deployment BAS once the unit submits the DA Form 4187 to the finance office.

✓ **Hardship Duty Location Pay – Location (HDP-L):**

- Paid to both officer and enlisted members deployed to OIF. Entitlement to HDP-L will continue through the day of departure when the Soldier leaves the designated area for redeployment.

✓ **Family Separation Allowance-Temporary (FSA-T):**

- Payable to soldiers with family members who are deployed for 30 days or more. Entitlement to FSA-T will continue through day prior to arrival at home station.
- Temporarily \$250 per month based on Congressionally approved increase. Otherwise, \$100.00 per month.
- NOTE: This is shown on the LES as “FSH” for AC Soldiers and as “FAM SEP ALWS” for RC Soldiers.

## **PAY ENTITLEMENTS UPON REDEPLOYMENT FROM OIF (Cont'd)**

- ✓ **Hostile Fire Pay/Imminent Danger Pay (HFP/IDP) and Combat Zone Tax Exclusion (CZTE):**
  - Payable for any time during the month spent in a HFP/IDP area. HFP/IDP and CZTE will have a stop date of the day of departure when the Soldier leaves the designated area for redeployment. However, the Soldier will be paid for the entire month, regardless of how long they spent in the HFP/IDP area.
  - Temporarily \$225 per month based on Congressionally approved increase. Otherwise, \$150 per month.
  
- ✓ **Cost of Living Allowance (COLA-OCONUS):**
  - If family returned to CONUS and stayed away longer than 30 days, COLA changed to the “without dependent” rate.
  - If family returns to OCONUS PDS and is still command sponsored, the “with dependent” rate is authorized. Soldier must submit a DA Form 4187 to change COLA back to the “with dependent” rate.
  
- ✓ **Finance TDY/TCS Travel Settlement:**
  - Deployed Soldiers earn \$3.50 per day for travel incidental expenses while deployed OCONUS.
  - Submit travel voucher settlement to your supporting finance office during reintegration phase.
  
- ✓ **Savings Deposit Program (SDP):**
  - Soldiers must stop SDP allotments because they will not stop automatically.
  - Soldiers must withdraw funds NLT 90 days after redeployment by writing a letter to DFAS-CL, ATTN: Code FMCS, 1240 East 9<sup>th</sup> Street, Cleveland, OH 44199-2055. Include the following information in your letter:
    - Name, SSN, Branch of Service, delivery information (bank routing number, account number, or address for check), separation date, and date of departure from deployed area.
    - Copies of all Cash Collection Vouchers (DD Form 1131) if deposits were not via allotment.

## **COLA AND DEPLOYMENTS**

Some soldiers and family members believe that Cost of Living Allowance, or COLA, stops upon deployment of a soldier.

When a soldier deploys, all allowances remain in effect. These allowances could include COLA, Basic Allowance for Subsistence, and Basic Allowance for Housing, or Overseas Housing Allowance. However, if a family returns to CONUS and stays away **longer than 30 days**, COLA is changed to the “without dependents” rate. The commander or the soldier will have to submit personnel action forms (DA 4187) to change COLA entitlement when family is away **longer than 30 days** and again when the family returns to USAREUR. Families departing for 30 days or less do **not** suffer a COLA entitlement interruption.

- Families that stay in theater keep all the allowances, to include COLA at the “with dependents” rate, that they would normally get. - Submit a DA Form 4187 thru PAC to finance to change COLA entitlement when family members return to CONUS for **more than 30 days** and again when family members return to USAREUR.
- Families will not be reimbursed for traveling to and from CONUS without orders.

## SAVINGS DEPOSIT PROGRAM WITHDRAWAL REQUEST FORM

Soldiers who contributed to the Savings Deposit Program (SDP) during deployment should withdraw funds NLT 90 days after redeployment.

To request your funds, fill out the following information on this form provided on the CD and mail it to:

DFAS-CL  
ATTN: Code FMAA, 1240 East 9<sup>th</sup> Street  
Cleveland, OH 44199-2055

Or Fax to the following: DSN: 312-580-6924 or Comm: 216-522-6924

Request my SDP money be sent to me based on the following information :

NAME (LAST, FIRST MI)	
SSN	
BRANCH OF SERVICE (ARMY/AIR FORCE/NAVY/ MARINES ETC)	
PAYMENT INFORMATION (if a and b are filled out leave c blank)	
a. BANK ROUTING #	
b. ACCOUNT #	
c. CHECK ADDRESS (fill out only if a and b are blank)	
SEPARATION DATE	
DEPARTURE DATE FROM DEPLOYED AREA	
Email address (In case they have questions)	

NOTE: If you contributed funds using Cash Collection Vouchers (CCVs), attach copies of all your CCVs to your request.

\_\_\_\_\_  
SIGNATURE OF REQUESTER

\_\_\_\_\_  
DATE

## **AAFES DPP and LAYAWAYS**

**DPP     \*\***     Customers who asked to freeze their DPP account need to call or write the DPP Service Center for reactivation. Reactivating the account will re-establish the accounts purchasing ability and normal billing. Customers who have questions about their accounts may also use the following address and phone numbers for inquiry:

- (1) Germany:                      0130-81-2469     (toll free)
  
- (2) CONUS:                      1-800-826-1317 (toll free)
- (3) Other Locations:            (214)-312-6030 (collect)
- (4) Mailing Address:            AAFES DPP Services Center  
   P.O. Box 650524  
   Dallas, TX 75265-0524

**Layaways            \*\***     Customers who did not clear their layaways prior to deployment, or who did not continue to pay for their layaways during the deployment, should see the store Customer Service Manager.

# Medical





## **MEDICAL PROCESSING**

Your health is our number one concern.

In order to ensure that you return home healthy, an individual post deployment health assessment will be conducted just prior to your departure from the theater. This assessment involves an in-depth interview with a Physician, Physician Assistant or a Family Nurse Practitioner. This is your opportunity to document any medical problems or exposures to any potentially hazardous situations during your deployment. The assessment includes a blood sample and a Tuberculosis (TB) test.

The results of this assessment are placed in your deployed health records which are transported by your unit back on the same flight to Europe that you return on. The deployed health record is turned into your local Health Clinic on the day of your arrival. The local clinic will review the assessment and schedule any immediate treatment or follow-up referrals as required. The documentation of this assessment is so important that verification of the completion of this task must be accomplished prior to your leave.

Redeployment involves a lot of changes and adjustments for you and your loved ones. If you feel stressed or are experiencing problems adjusting to being back, contact your unit leadership or any doctor. What you are experiencing is not unique. There are many people who have experienced feeling stress of one kind or the other when coming back home after a deployment. Contact your clinic, hospital, or Chaplain for more information.

Returning DA Civilians will go through the same process and will receive extended health care for deployment connected conditions.

When you return from leave you will have the opportunity to update all your Individual Medical Readiness items like immunizations, dental check-up, medical warning tags, and vision screening. You will receive further medical appointments as required. There will also be a second TB test conducted about 90 days after your redeployment.

Remember that your health is our number one concern. You will get an immediate appointment if you require any treatment prior to going on leave. While on leave, if you need to see a doctor, please contact TRICARE for the nearest preferred doctor or hospital.

TRICARE in the States, call 1-888-866-7943  
TRICARE in Germany, call 0800-825-1600  
TRICARE in Italy, call 800-877660

# A Soldier and Family Guide to Redeploying

USAREUR/ERMC Edition 12 November 03

For additional information, contact your health care provider or contact the DoD Deployment Health Clinical Center listed in this brochure



This information guide is intended to help address redeployment issues and concerns you or your family might have. The reuniting process involves changes for both you and your family. Knowing what to expect, how to deal with the changes and where to get help, can make homecoming enjoyable and less stressful for everyone.

## OVERVIEW

Redeployment involves reuniting with your loved ones and getting reacquainted as a family. It is also a time to take care of yourself, emotionally and spiritually. Basic information about these important topics is provided in this guide, including information about locating resources to assist you and your family.

## ASSESSING YOUR MEDICAL STATUS

Medical Requirements for redeployment include:

- Completion of a Post-Deployment Health Assessment Form (DD Form 2796).
- Completion of all malaria medication. Doxycycline must be taken for 4 weeks AFTER leaving malarious areas. Primaquine must be started upon departure from theater and taken for 2 weeks.
- Post-deployment tuberculosis (TB) skin test is required at time of redeployment and repeated 90 to 180 days after returning home. See your Community Health Nurse, Public Health Department, Reserve unit medical support or private health care provider for testing.
- Post-deployment blood sample to be taken with 30 days after returning home.

## POTENTIAL CHANGES IN YOUR HEALTH

Most soldiers experience minor, temporary changes in their health after redeployment, mostly due to the stress of the mission, deployment travel, jet lag, and adapting to a different schedule and diet. You may feel tired, with sore or achy muscles, or experience a change in appetite. These effects should be

temporary, and diminish as the days go by. If these effects do not improve, or if they seem to be getting worse, be sure to see your health care provider. The first symptoms of some illnesses, especially some infections, may not appear until days, weeks, or even months after contact. For this reason, it is very important that you tell your physician where and when you were deployed.

## QUESTIONS YOU MAY HAVE ABOUT YOUR HEALTH

### WHAT WERE THE ENVIRONMENTAL CONDITIONS WHERE I WAS DEPLOYED?

The military has performed in-depth assessments at many of the base camps in countries throughout the world. The environmental conditions in some countries can affect your health. Desert areas of Southwest Asia have high levels of particles in the air, such as dust. The military documents information pertaining to the quality of the water, soil, and air and uses this information to employ preventive medicine procedures to keep you healthy while you are deployed and after you return home. The military continues to conduct research to minimize the effects of these conditions and prevent impairment of your health.

### COULD I HAVE BEEN EXPOSED TO ANY DISEASES THAT I MIGHT GIVE TO MY FAMILY?

Some conditions, such as malaria, TB, and sexually transmitted diseases, can be passed from one person to another. If you have been diagnosed with any of these conditions, make sure you understand precautions to avoid transmission.

## REUNION WITH YOUR LOVED ONES

Returning home can be every bit as stressful and confusing as leaving. It is essential that you arrange to spend time with your family and loved

ones soon after you return from deployment. You will find it helpful to resume family routines and personal spiritual routines that are effective, but proceed slowly in reestablishing your place in the family. Be prepared to make some adjustments. The following suggestions are intended to help you and your loved ones get reacquainted with as little stress as possible.

### **Soldiers**

- Take time to listen and talk.
- Make time for each child and for your spouse.
- Support the good things your family has done.
- Remember - romantic conversation can make re-entering love relations easier.
- Manage money carefully.
- Don't overdo the "reunion parties."

### **Spouses**

- Avoid a busy schedule.
- Go slowly in making adjustments.
- Remind your spouse that they are still needed.
- Discuss division of the family chores.
- Stick to a budget until you have time to talk about money matters.
- Make time to be alone with your spouse.
- Be patient in rebuilding your relationship.

### **Children**

- Slowly resume the old rules and routines.
- Be available to your child, with time and emotions.
- Let the child be the first to renew the bond.
- Expect some changes in your child.
- Focus on successes; limit criticisms.
- Encourage your child to tell you everything that happened while you were away.

### **EXPECTATIONS FOR SOLDIERS**

- Even though you may want to talk about your experiences, your family may not.
- Roles may have changed with regard to basic chores

- Face-to-face communication may be difficult after a separation.
- Closeness may be awkward at first.
- Children grow up during separations; they may seem different.
- Spouses become more independent, and may need more space.
- You may have to change your outlook on priorities in the household.

### **EXPECTATIONS FOR SPOUSES**

- Soldiers may have changed.
- Soldiers may feel "closed-in" or claustrophobic and may need space to feel comfortable.
- Soldiers often feel overwhelmed by the everyday noise and confusion of home life.
- Soldiers may need time to resume sleeping patterns.
- Soldiers may feel left out and need time to adjust.
- Soldiers may feel hurt when small children are slow to hug them and show emotions.

### **WHAT CHILDREN MAY FEEL**

- Babies less than 1 year old may cry when you hold them; toddlers may not know you at first
- Preschoolers 3-5 years old may be afraid of you.
- School-aged children 6-12 years old may demand more of your time than other children.
- Teenagers may seem moody, and act as if they don't care.

- Some children may be anxious, fearing your expectations of them.

- Children may have symptoms of minor illnesses.
- Children may be torn by loyalties to the spouse who remained at home.

## **WHAT ABOUT MY HEALTH CONCERNS IF I'M IN THE GUARD OR RESERVE?**

The post-deployment requirements apply to Active, Guard, and Reserve alike. Any health issues identified during or after redeployment should be referred to appropriate medical channels. Completion of a Line of Duty/Notice of Eligibility determination and coordination with your parent unit are essential parts of this process.

### **Directions for Health Concerns**

- Step 1: Contact your local medical treatment facility with questions, concerns, or symptoms noticed after deployment.
- Step 2: If you have symptoms, your primary health care provider can do an initial assessment and provide treatment. If symptoms persist or your health does not improve, ask for referral to a specialist.
- Step 3: If you require further assistance, contact:

#### **DoD Deployment Health Clinical Center**

Walter Reed Army Medical Center  
6900 Georgia Avenue, NW  
Building 2, Room 3G04  
Washington, DC 20307-5001  
Website: <http://www.pdhealth.mil>

*Europe Toll Free Numbers: Civilian: 00800-5666-8666, DSN: 312-662-3577/6563;*

*Commercial (202) 782-3577/6563;*

*Within CONUS Toll Free: 1-800-796-9699*

*Within CONUS Commercial 202-782-3577 or (DSN 662) (07:45 to 16:30 EST) (16:30 to 07:45 EST -Voicemail available to leave a message for a return call)*

*Fax: (202) 782-3539*

### **Sources of more information:**

- Centers for Disease Control and Prevention <http://www.cdc.gov>
- TriCare National and Domestic toll free contact numbers.

## **Exceptional Family Member Program (EFMP)**

The Exceptional Family Member Program is designed to provide services to you and your family members with special needs. The care and welfare of family members was of paramount importance to us while you were deployed. Now upon return to your permanent duty station if you feel the special needs condition of your family member has changed, or the needs of the exceptional family member are not being met, please contact the Exceptional Family Member Program (EFMP) manager. The EFMP manager will assist in referring your family member for evaluation.

When you are ready to depart a duty station, the program ensures your next assignment is to a location where the psychological, medical and educational needs of your family members can be met. Your family members must be screened before Intra-Theater Transfers (ITT), Continuous Overseas Tours (COT), command sponsorships, and return to CONUS to ensure you will be serviced. Additionally, you must update your screening every three years.

EFMP managers are located at Army Community Service (ACS) Centers in each community to help answer questions at every point of the deployment cycle. You can contact the ACS in your Area Support Group to locate the EFMP manager nearest you.

<b>6<sup>th</sup> Area Support Group</b>	<b>DSN 430-7176/5312</b>
<b>22<sup>nd</sup> Area Support Group</b>	<b>DSN 634/7076/7500</b>
<b>26<sup>th</sup> Area Support Group</b>	<b>DSN 373-8141</b>
<b>80<sup>th</sup> Area Support Group</b>	<b>DSN 423-5777</b>
<b>98<sup>th</sup> Area Support Group</b>	<b>DSN 351-4283</b>
<b>100<sup>th</sup> Area Support Group</b>	<b>DSN 475-6655/7451</b>
<b>104<sup>th</sup> Area Support Group</b>	<b>DSN 322-8828</b>

# LEGAL



## INFORMATION PAPER

SUBJECT: Deployment-related Damage – Filing a Claim

1. **PURPOSE.** To provide information about filing a claim for damaged household goods or privately owned vehicles (POVs) after a deployment.

2. **BOTTOM LINE.** Claimants have 70 days to notify moving or storage companies of damage. Damage to POVs must be noted at the time of delivery. Visit the installation claims office promptly for assistance.

3. **DISCUSSION.**

a. Filing a claim for damage to household goods requires several forms. First, claimants must complete the DD Form 1840/R, notice of damage to household goods. This form gives notice to the moving or storage company that the damage has occurred. Soldiers have 70 days to deliver this form to the claims office in order to provide notice. Failure to deliver this form to the claims office within 70 days can reduce the amount payable for the claim. Soldiers have 2 years from the time of delivery to file the other forms. These include the DD Form 1842, the claim form, and the DD Form 1844, an item-by-item description of the damage and amount claimed. Claimants may also need to provide receipts, estimates or repair, or other documents.

b. Filing a claim for damage to a POV requires notification of the damage on the DD Form 788. This form is an inspection sheet for the vehicle. This form must be completed before leaving the vehicle checkpoint. A thorough inspection is important because damage not noted on the DD Form 788 at the time of delivery often cannot be paid. If a claimant discovers damage after taking possession of the vehicle, he or she should immediately return to the vehicle checkpoint and note the damage on the DD Form 788. Once damage has been noted, the claimant has 2 years to complete the DD Form 1842 and DD Form 1844, and other forms the claims office may require.

c. If a vehicle or other property was lost or destroyed while stored during deployment in a commercial or government storage facility, the member has the option of filing directly with the Army or filing with his private insurer. If a commercial or government storage facility was not used, determine whether the member had an opportunity to use such a facility but declined. If so, the member should complete the notice forms, DD Form 1840/R or DD Form 788, in a timely manner, and must settle with their private insurance before completing their claim with the Army for deployment-related damage. If the member was not given an opportunity to use a commercial or government storage facility, the member has the option of filing directly with the Army or filing with his private insurer.

d. Soldiers may always file a claim, even if they do not have sufficient information or documentation at the time they file. Each claim receives individual consideration.

e. The installation claims office will provide forms, instructions, and case-specific guidance to each claimant.

APPROVED: LTC Randy T. Kirkvold    DATE: 31 October 2003

## **DEPLOYMENT TAX INFORMATION**

Federal and state tax rules affect soldiers deployed in support of Operation Iraqi Freedom. Federal tax changes are summarized below. See your Legal Assistance Office or servicing Tax Center for additional guidance.

Members of the armed forces who serve in a combat zone (CZ) and those who serve in “direct support” of a CZ are eligible for certain tax benefits. Certain operations have been determined to qualify for these tax benefits. See the appendix appropriate to your operation for entitlements.

Combat Zone Tax Entitlements include:

1. Excludable Income: Enlisted soldiers and warrant officers may exclude from gross income all compensation received during the months spent in a CZ. Commissioned officers may exclude up to the highest rate of basic pay for the most senior enlisted member of the Armed Forces, plus the amount of hostile fire or imminent danger pay for each month. For 2002, commissioned officers may exclude up to \$5,533 for each month during any part of which the officers spent in a CZ (for 2003, the amount is \$5,883).

2. Filing Extension: Soldiers in a CZ have an extension to file their federal tax returns and to pay their taxes. The extension is 180 days **plus** the number of days the individual was in the CZ during the normal tax-filing period (1 January through 15 April). The extension begins on the day after the soldier leaves the CZ. Soldiers who use this extension do not pay interest on the amounts they owe the IRS and will receive interest from the IRS if they are owed a refund. Soldiers who qualify for this extension must clearly write “Combat Zone Taxpayer” across the top of their tax return. DA civilian employees, performing services as a part of the qualifying operation, serving overseas, **and** who are deployed away from their permanent duty station qualify for extensions. See the appendix appropriate to your operation.

Numerous states follow the federal rules and offer military personnel income exclusions and filing extensions. Check with your local Legal Assistance Office or Tax Center for information specific to your state.

## **WAR Souvenirs**

In accordance with CENTCOM General Order 1A, and COMCJTF FRAGO 160M, soldiers and civilians deployed in support of operations in the CENTCOM AOR are prohibited from possessing or transporting many items that may pose a safety or health risk. The information below is not all-inclusive but does identify some specifics prohibited items.

**PROHIBITED Items** are below:

All Weapons, operational, non-operational, antique or demilitarized to include triggers, stocks, barrels, etc., knives, bayonets, shell casings, primers, munitions, rockets and rocket components.

Military equipment not designed to be carried by individuals.

Former Iraqi regime or Iraqi privately owned household articles such as linen, silverware, chinaware, rugs, fixtures and appliances.

Objects of art, science, archeological, religious, national or historical value.

Any articles retained for commercial or resale purposes.

Sand, dirt, rocks, stone or gravel.

Plants, live or dried or seeds; any dead, alive, parts or preserved including insects, fish, mammals, reptiles and birds.

*Unit legal advisors or the judge advocate can provide further assistance on items that may or may not be permissible.*



**PAO**



## **HOMETOWN NEWS RELEASE**

\*\* Now that you are back home, take this time to publicize your accomplishments and let your family and friends know what you are doing.

\*\* You may obtain a hometown news release form, DD Form 2266, from your local Public Affairs Office or download it from the CD. The form includes a line by line instruction format. The Public Affairs Office will help you complete it. A few key points to remember when filling out the remarks section:

1. Include remarks of a specific nature. The best quotes for a newspaper are positive and concise. People in your hometown like to hear that you miss specific people, places, or things familiar to your hometown. A good quote for example -- "I miss watching the Hawks football games every Friday night at the High School with my best friend Joe."

2. Write your responses in complete sentences. It is easier for your hometown newspaper to quote you if you write something quotable. Be careful not to use military terms that only soldiers understand.

## **A SOLDIER'S GUIDE TO DEALING WITH THE MEDIA DURING REINTEGRATION**

Within established guidelines, it is our responsibility to talk to the media (and subsequently, the public). Leaders and soldiers who refuse to talk to the media give the impression that they're withholding information. When dealing with the news media, remember:

"Stay in your lane" – Talk about your job, your responsibilities, and other matters within your expertise and control. Avoid speculating and answering "what if" questions—you can't predict the future.

Do talk about what you plan to do now that you are back from deployment. Do talk about the support from family/friends you received during your deployment. Talk about the things you missed or what you look forward to doing now that you have returned safely.

Talk about how the deployment affected your family/friends. A majority of the stories covered by the media will deal with the family. You've had a rough time—so has your family, give them plenty of credit.

Always remember who the audience will be. **If you have complaints, consult your chain of command first.**

All discussions with reporters are "on the record" – if you do not want to read it in the paper or hear it on TV, don't say it.

Protect classified information and preserve operational security. **Exact numbers and locations of troops and equipment, ongoing or future operations, and rules of engagement are not releasable.**

Be honest, open and forthright. If you do not know the answer to a question, simply say, "I don't know." Don't be evasive—If a question is classified, simply tell the reporter so. Think about your response before you answer—you do not have to answer immediately.

## **A SOLDIER'S GUIDE TO DEALING WITH THE MEDIA DURING REINTEGRATION (Cont'd)**

This is your opportunity to communicate to a large audience. Make your answer clear and relevant, and use examples that are easily understood (avoid using jargon and acronyms).

Be professional even if the reporter is aggressive or the questions seem silly. If the reporter interrupts you, pause, let the reporter finish, then continue your response.

Don't let the reporter put words in your mouth. Don't repeat their "buzz words." You don't have to accept his facts or figures as the truth.

If classified or sensitive information is inadvertently released through words or photography, service members **are not** authorized to confiscate film, audio/video tapes or reporters notes. Report the incident by the quickest means possible to the unit commander or public affairs officer.

Don't be afraid to ask a reporter to repeat a question.

Most importantly of all—Relax. You're telling a great story about what the Army does—this is your chance to educate.

If you feel uncomfortable or have any questions/concerns about dealing the with the media, contact V Corps public affairs at DSN 370-5816/585 or 06221-57-5815, USAREUR public affairs at DSN 370-7364 or 06221-57-7364, or your local BSB/ASG public affairs offices at extensions 1400 and 1600 respectively.

**IMA**





# Frequently used phone numbers

## Emergency Numbers

DSN Emergency Numbers			
Medical	Fire	Military Police	
116	117	114	
Civilian Emergency numbers (Civilian prefixes must be used)			
	Fire	Medical	Police
Belgium	100	100	101
England	999	999	999
Germany	112	110	110
Italy	117	114	112
Netherlands	112	112	112

## Country Codes

Austria	43
Belgium	32
Bosnia-Herzegovina	387
Bulgaria	359
Croatia	385
Czech Republic	42
Denmark	45
England/U.K.	44
Finland	358
France	33
Germany	49
Greece	30
Hungary	36
Ireland	353
Italy	39
Liechtenstein	41
Luxembourg	352
Macedonia	389
Netherlands	31
Norway	47
Poland	48
Portugal	351
Romania	40
Russia	7
Slovenia	386
Spain	34
Sweden	46
Switzerland	41
Turkey	90
United States	1
Yugoslavia	381

## ASG/BSB Standard Numbers

ASG CDR	1300
ASG XO	1310
ASG SGM	1320
ASG SCTY, PLANS, AND OPS	1330
ASG SVCS & MATERIAL (DOL)	1340
ASG PERS & ADMIN (DPCA)	1350
ASG DEH	1360
ASG CHAPLAIN	1370
ASG PROVOST MARSHAL	1380
ASG PUBLIC AFFAIRS	1400
ASG DRM	1410
ASG IG	1420
ASG CPO	1430
ASG DOIM	1440
ASG HHC	1450
ASG AFN TROUBLE	1490
BSB CDR	1500
BSB XO	1510
BSB SGM	1520
BSB S-2/3	1530
BSB S-4	1540
BSB S-1	1550
BSB ENGR	1560
BSB PROVOST MARSHAL	1580
BSB PUBLIC AFFAIRS	1600
BSB HHD	1610
BSB CPO SERVICE CENTER	1630
BSB DOIM SVC CENTER	1640
ASG/BSB SAFETY OFFICE	1670
BSB BILLETING	1700
BSB CMTY COUNSEL CTR	1710
BSB DENTAL ACTIVITY	1720
BSB FINANCE	1730
BSB LIBRARY	1740
BSB MEDICAL ACTIVITY	1750
BSB RED CROSS	1760
BSB SCHOOLS	1770
BSB TAX RELIEF OFFICE	1780
BSB THEATER	1790
BSB TMP	1800

*Note: For calls from Germany, Italy, Belgium, and the Netherlands, dial 00 before dialing the international code. For calls from CONUS, dial 011 before dialing the international code.*



## **Community Web Addresses**

### **6th ASG**

[www.stuttgart.army.mil](http://www.stuttgart.army.mil)

### **22nd ASG**

[www.22asg.vicenza.army.mil](http://www.22asg.vicenza.army.mil)

### **26th ASG**

[www.26thasg.heidelberg.army.mil](http://www.26thasg.heidelberg.army.mil)

### **80th ASG**

[www.80asg.army.mil](http://www.80asg.army.mil)

### **98th ASG**

[www.98asg.wuerzburg.army.mil](http://www.98asg.wuerzburg.army.mil)

### **100th ASG**

[www.grafenwoehr.army.mil](http://www.grafenwoehr.army.mil)

### **104th ASG**

[www.104thASG.hanau.army.mil](http://www.104thASG.hanau.army.mil)



## WITHDRAWAL OF PERSONAL PROPERTY

SFIM-EU-LD-T

Jeffrey Schott/370-8398

### FACT SHEET

**SUBJECT:** Delivery of Personal Property from Government Deployment Storage During Reintegration and Thereafter.

1. **BOTTOM LINE:** Redeploying Soldiers shall request personal property delivery through their Rear Detachment Commander (RDC) while still deployed or at their local BSB Installation Transportation Office (ITO) upon return from deployment.

#### 2. RETRIEVAL PROCEDURES:

a. If possible, no less than seven days prior to estimated return to home station, the deployed unit commander notifies the RDC. The RDC must be able to identify and validate the names, unit, social security numbers, and delivery addresses (including building # and room #) of soldiers in need of personal property delivery upon return from deployment.

b. The RDC schedules delivery of personal property through the BSB ITO on behalf of the deployed Soldier no less than five working days prior to actual arrival date. Doing this will expedite the process and ensure that the Soldier's personal property is available for use shortly after they arrive at home station. The RDC is responsible for ensuring the Soldier or individual acting on behalf of the Soldier is present on the day of delivery.

c. If advance notification is unmanageable, the Soldier should personally make personal property delivery arrangements with the local BSB ITO as soon as possible following arrival at home station. This could also be done by RDC in order to save the returning Soldier reintegration time.

d. If a delivery request is made upon the day of arrival at home station, the BSB ITO will schedule the delivery appointment with the contractor and notify the Soldier within 72 hours on the date and estimated time of delivery. Actual receipt of property might be later than 72 Hours. Early delivery requests through the RDC before arriving at home station is the preferred method. The Soldier or RDC must be present on the day of delivery. A missed delivery appointment will further delay the receipt of shipment.

e. The Soldier should note any missing items or damages to personal property on the DD 1840 provided by the contractor. Soldiers have 70 days from receipt of personal property to file the DD Form 1840R with their local Army claims office.

APPROVED: Debra L. Young, Chief, Logistics Division

31 Oct 03

## WITHDRAWAL OF PRIVATELY OWNED VEHICLES

SFIM-EU-LD-T

Jeffrey Schott/370-8398

### FACT SHEET

**SUBJECT:** Withdrawal of Privately Owned Vehicle (POV) from Government Storage During Reintegration and Thereafter.

1. **BOTTOM LINE:** Redeploying Soldiers may withdraw their POVs from the government-controlled storage facility provided they have a valid USAREUR driver's license, reinstated their insurance, and re-registered their vehicle in an operational status.

2. **RETRIEVAL PROCEDURES:**

a. When the Soldier returns from deployment they must first go to/contact their insurance company and obtain new proof of insurance (double white insurance cards or commercial equivalent). The Soldier must then go to their local Vehicle Field Registration Station to re-activate their registration and obtain a new no-fee registration document and expiration decal.

b. Transportation of Soldiers to the POV storage site (Spinelli Barracks, Miesau Army Depot, or on-post storage) is coordinated within the unit. Prior to withdrawing POVs from Spinelli Barracks or Miesau Army Depot, an appointment must be made with the facility. The appointment can be made by either the unit or supporting BSB. If your POV is stored on the installation, it is recommended that you first contact the site custodian or BSB Installation Transportation Office (ITO) to confirm the operating hours.

c. The Soldier must bring the new registration document, valid USAREUR driver's license, and a copy of the DD Form 788 that was used to inspect the POV when it was put into storage. It is also suggested that the Soldier bring fuel coupons to the POV storage site. If the Soldier lost their valid USAREUR driver's license, a temporary license may be obtained at the local driver's training and testing station. If the Soldier does not have a copy of the Form 788, one resides with either the Rear Detachment Commander, BSB ITO, or storage custodian. Soldier and storage site personnel/custodian will conduct a joint inspection of the vehicle and a safety inspection prior to the vehicle being released. New/non pre-existing damages to the POV while in government storage must be jointly annotated and endorsed with signatures on the DD Form 788 before release of the POV.

d. If the Soldier wishes to file a claim against the US Government, the Soldier should contact their local claims office for processing information. A claim must be filed two years from the date the vehicle was retrieved from the storage lot, or two years from the date the Soldier received notice of the damage.

APPROVED: Debra L. Young, Chief, Logistics Division

31 Oct 03

## **OCIE TURN-IN**

\*\* All plus-up items that are not transferable must be turned in to the local supporting Central Issue Facility (CIF) within 60 days after redeployment. It does not matter whether the item is serviceable or not. All items, however, must be clean when turned in.

\*\* If your OCIE was lost, damaged, or destroyed, immediately tell your unit Supply Sergeant. Based on the situation, unit supply will process one of the following adjustment documents:

1. A Commander's Damage Statement for any item that has been damaged and negligence is NOT suspected.

2. A Statement of Charges/Cash Collection Voucher (DD Form 362) when liability for the loss/damage is admitted AND the loss or damage does not exceed the person's monthly basic pay.

3. A Report of Survey (DD Form 4697) is initiated when:  
a. The liability for the loss/damage is admitted AND the amount of loss or damage exceeds the monthly basic pay.  
b. Negligence is suspected of causing the loss or damage, but liability is NOT admitted.

\*\* If you receive an adjustment document from your Supply Sergeant, take it to CIF to be cleared.

Below is a list of plus-up items:

<b>Desert Battle Dress Uniform Deployment Stock</b>	
B60315	BOOTS, DESERT TAN
C96399	CANTEEN, 2 QT
C43484	COAT, DESERT CAMO DAY
C28038	COVER, BODY ARMOR, DESERT CAMO
F30117	COVER, CANTEEN 2 QT
C28404	COVER, FIELD PACK DESERT CAMO
F28747	COVER, HELMET DESERT CAMO
J71304	GOGGLES, SUN, WIND & DUST
H20256	HAT, DESERT CAMO DAY
M95975	SCARF, DESERT
T35238	TROUSERS, DESERT CAMO DAY

**ACS**



## EXCERPT FROM ARMY COMMUNITY SERVICE

# **SEPARATION & REUNION HANDBOOK**

*In no other profession is family separation found so frequently as it is in the military service.* These separations take many forms and no matter what form it is, a stressful, and at times, traumatic situation is created for all members of the family unit.

**SEPARATION.** The soldier is deployed and communications with family are minimal (usually by telephone or letters). The family at home is growing. There are increased responsibilities assumed by spouse, family routines have changed, children accepting more responsibilities.

*FAMILY DISRUPTIONS.* The stress of separation can disrupt normal family functions. This disruption often leads to troubled soldiers and reduced mission effectiveness.

**REUNION.** The things it takes for the family members to get to know one another again. Occurs the first few days after the family is back together. A period of happiness, celebrating, Togetherness, sharing, courting, all the things it takes to get to know each other again and begin coming together as a family unit. This time occurs in the time before, during, and following the actual reunion.

*REUNION STRESS.* Families need to prepare for some changes in the home when reunion occurs. The people themselves haven't changed, but coping skills have. Those changes will cause stress.

## **FOUR STAGES OF SEPARATION**

Everyone who faces separation goes through four basic stages. By becoming aware of these stages, we will be able to better cope. The departure-return cycle includes: PROTEST AGAINST LOSS OR DEPARTURE, DESPAIR, DETACHMENT, AND RETURN ADJUSTMENT.

**PROTEST** against your spouse's departure usually comes a week or two before they are due to leave. Spouses talk of feeling tense, selfish, unbelieving that he/she would actually leave, and guilty about not wanting their spouse to go. There is also frustration with the increased hours your spouse spends getting read), to deploy, your awareness of how many household chores and family business must be handled before they go, and a bona fide physical, as well as mental exhaustion for both spouses.

**DESPAIR** is the tearful period which may come even before your spouse departs. Thoughts like "*how will I ever live through this without him/her?*" are common. There is also difficulty in sleeping due to general fear for one's safety; even the usual noises in the house seem threatening. Remember your children will be feeling the same way.

**DETACHMENT** is the level on which you live for most of the separation. It is a state of relative calm and confidence in handling day-to-day living. If a major crisis occurs, however, you may tend to revert to the states of despair and protest.

**RETURN ADJUSTMENT** is accompanied by awareness of the noises in the house. Many spouses experience an incredible emotional and physical frenzy. getting every inch of the house and themselves ready for his/her arrival. Your spouse arrives exhausted from the final days, eager to come home. The first days of unwinding bring long conversations to attempt to catch up. Finally, he/she spends lots of time sleeping. Also be prepared for your spouse to spend a few days of "getting his equipment squared away" after he/she returns.

# **COPING WITH STRESS**

Being a military family develops pride in serving one's country and provides many rich and new experiences. Pressures and frustrations often result from:

- Lengthy deployments.
- Family finances.
- Separation from family and friends.
- Single parenting during your soldier's absence.
- Constant adjustment to varying duty schedules.
- Frequent relocation.
- Career changes in retirement.

Children may try to take advantage of possible new freedoms. A stable home life is important for their psychological adjustment. Consistent rules, a consistent household schedule and special time set aside for families are important to minimizing the stress of a parent's absence.

## **STRESS MANAGEMENT TIPS**

- GET UP EARLIER to allow yourself more time before starting the day's work.
- PRIORITIZE what is truly critical and pace yourself accordingly.
- Before you begin your work day, PAUSE to notice what kind of day it is.
- BE REALISTIC and kind to yourself when making your "to do" list.
- TAKE LUNCH OR BREAKS away from your work area, avoid eating quickly, and do not talk about work.
- Spend your LEISURE TIME with enthusiastic, upbeat friends. Since many of your friends will be in the same position as you, you should be enthusiastic and upbeat with them.
- During the day, REST quietly for five minutes or take a brief walk.
- SAY "NO," when you need to.
- ASK for help when you need it, whether it's time away from the children, a counseling session, or a vacation.
- FOCUS on immediate or short-term goals that are attainable.

## **STRESS MANAGEMENT TIPS (Cont'd)**

COLLECT APPRECIATION that is due. Accept praise and thank you's.

TAKE CARE OF YOURSELF when you are down and out, play your favorite song, see a movie, give up on the housework for the evening etc.

ANALYZE YOUR MOODS, energy, and time. Are you down at certain times of the day, week, or month? Plan and prepare.

Use RELAXATION, meditation, music, religion, nature, or whatever to reenergize yourself.

PAY ATTENTION to your diet, sleep, exercise and general health.

VOLUNTEER! Helping others is good medicine for soul and spirit to fill your empty days. Call the Red Cross or ACS for volunteer opportunities.

SET A GOAL. Start the project you have been putting off. Begin a self-improvement program. Go back to school. Do something for yourself.

INITIATE, don't wait for the phone to ring. Plan an outing or a special dinner, then call several friends to join you.

TRAVEL. New scenery and change of pace, if only for a day or two, does wonders for the spirit. Plan on taking friends and making it a day of it.

GO TO WORK. A full or part time job can provide extra income as well as opportunities for interaction.

JOIN a support group. Whether it be through the Family Support Group, your church/chapel/synagogue, or work, the support of friends makes the going easier.

Take up a new HOBBY or return to the one you gave up.

DON'T FEEL GUILTY about going out with friends and leaving your children with a sitter. That is the cheapest form of sanity check available.

KEEP A JOURNAL of your thoughts and activities while your spouse is away to help *catch up* when the unit returns. Be sure to include pictures.



# REUNION

## The Five Phases of Reunion

1. **PRE-ENTRY** is first few days before your reunion. You're working long hours to ensure equipment has been turned in and that your work is caught up before arriving home. Things to expect in this phase are:

- Fantasies
- Excitement
- Work
- Planning
- Thoughts

2. **REUNION** is the immediate meeting and a few days after your arrival. This is the time of courtship, relearning, intimacy, and a happy time or *honeymoon*. This is not the time to address problems. It is a time for understanding. Things to expect in this phase are:

- Physical changes
- Court again
- Social events
- Immediate excitement
- Pride in each other
- Intimacy and sex
- Tired-ready to relax
- Include children
- Give time and space

3. **DISRUPTION** as problems surface, expectations of a *Normal Family Life* go down. This is the time the problems come up. If there was a good reunion, these problems will eloquently or diplomatically surface. Things to expect in this phase are:

- Independence
- Different
- Routine
- Finances
- Control
- Thoughts
- Trust
- Jealousy
- Hard times stories
- Gifts
- Decision making
- Unresolved problems/issues
- Children issues ( Issues/Changes/Growth)

4. **COMMUNICATION** is a time of renegotiating new routines, reconnect, redefine family roles, acceptance of control and decision making. New rules will be established. Things to expect in this phase are:

- Renegotiate
- Trust
- Reconnect
- Acceptance
- Explain new rules

5. **NORMAL** - Back to the normal family routine of sharing, growing, and experiencing the ups and downs, happiness and sadness of a family. Things to expect in this phase are:

- Routines established
- Accepts change
- Personal growth

## ***“I DIDN'T GET MARRIED TO LIVE ALONE”***

*How many times since learning of your spouse's deployment, have you thought these very words?* There are many ways of dealing with a military separations. One of the worst is to sit at home brooding at your situation. Yes, it is not fair and it is inevitable. Separation is a fact of military life and how you deal with it is up to you.

*There are some things to keep in mind to deal with separation effectively.* You may experience a wide range of emotions: feelings like fear, loneliness, anger, and even grief. These feelings may appear one at a time or in a jumble of emotions. The feelings may not appear at all, or may sneak up on you unexpectedly. If they do appear, remember, these feelings are normal and it's O.K. Even when SUPERMOM down the street is in control, chances are she is going through the same thing, just reacting and handling the situation differently.

**You must accept the separation.** Your spouse is being deployed and nothing is going to change the fact. The sooner you learn to accept the situation, the sooner you can prepare for his/her leaving. Figure out in advance what to do with your time: Do you have any interest in learning a new craft, taking the time to finish that quilt, refinishing the table, learning to paint? Is there anything you want to do? Get involved by doing volunteer work (Army Community Service, American Red Cross, Youth Activities, etc.) Not only will this get you out of the house, but it will put you in contact with other adults and the needs of your community. For most volunteer work you put in, child care is provided. When you've been in the house alone with the kids for several days, stress and tensions magnify and problems arise. You need to have contact with adults.

**While it is important to take time out for yourself, this is a great opportunity to spend time with your children.** Try to keep the day to day activities "routine", but plan special outings; go on picnics, go to the beach, a movie or plan special outings for "when Daddy/Mommy comes home".

Often, a birthday, anniversary, or another holiday will come during a deployment. One way to make it easier is to plan the celebration for a day before or after your spouse's return. Remember, it is not the day itself that is all-important, but the meaning and the sentiment the day represents. The memory and love that surrounds the day can and should be celebrated any day of the year.

**Keeping lines of communication open is essential.** You might be fortunate enough to have phone calls. If this is not possible, try keeping a "journal". At the end of the day write down the highlights, any problems that may have occurred and solutions to the problems. Try not to make this a grief sheet, but a daily account. Then send it off once a week. Also try sending tapes and pictures, especially if the children are small. Over long deployments, infants become toddlers, personalities develop and the deployed parent often feels left out of the growing process. Pictures and tapes can't take the place of actually being there, but they are the second best solution.

**While doing these things will not replace your spouse, it will help pass the time. Not only will the days go quicker, but you will have less time to feel your spouse's absence.**

# REDUCING HOMECOMING STRAIN

## THINGS THE SERVICE MEMBER SHOULD REMEMBER:

- Re-enter slowly, Don't disturb a family set-up that has been working without you.
- Expect changes in both your wife and your kids. (You have changed some, too!) Adapt accordingly, remembering that most of the changes mean growth and maturity. If some of the changes are negative, be patient; you and your family will have plenty of time to bring things back around to a position of comfort.
- Spend maximum time with the family. If possible, postpone reunions with relatives and friends until near normal routines have been established at home.
- Don't try to alter the financial affairs. Chances are your spouse has been handling them fine.
- Take it easy on the kids, especially where discipline is concerned. Don't barge in as the "heavy".
- Expect that sex may be awkward between you and your spouse at first. Talk it over.

## THINGS THE SPOUSE SHOULD REMEMBER:

- Expect changes; both of you have experienced a great deal
- Remember the service member has been subject to daily regimentation and routine ... and may rebel against schedules and pre-planned events. Leave some room for spontaneity.
- Drive for a while. It may have been a time since he/she has driven.

- The service member may want to celebrate the return with a spending spree. If you can't afford it, hold tight to the purse strings. The urge to spend will pass.
- Expect the service member to be surprised or hurt that you've coped so well alone. You can reassure him or her that he or she is loved and needed without giving up your own independence.

#### **WHAT TO EXPECT WHEN YOUR SPOUSE RETURNS:**

*All family members must realize that people change. We notice these changes more after a period of long absence.*

- Expect some anger and insecurity along with love and happiness. These feelings need to be expressed.
- Expect your spouse to be different. If he/she is not, fine. If they have changed, you're prepared. This goes for BOTH of you.
- Expect your spouse to be a little hurt that you have managed so well without him/her. They will need reassurance you still need them.
- Expect your spouse to want to be "babied" by you.
- Expect that it will be about six weeks to adjust to each other again. If you're not getting along well at the end of six weeks, counseling might help.
- Expect your spouse to have trouble sleeping for a while. They are accustomed to a different lifestyle (and possibly time zone); it may take them a week or two to adjust.
- Don't grill your spouse about personal problems if they arise. Give him/her time to re-adjust. Swallow your curiosity. This goes for BOTH of you.

## **TAKE TIME TO BE CHARMING!**

## **PROBLEM SOLVING STEPS**

1. **Identify and define the problem or conflict.** What is really the problem? What exactly is wrong? Identify the problem without assigning blame or attacking persons. Be aware of the feelings and needs of all those involved.
2. **Brainstorm for possible solutions.** Express and record all ideas as fast as you think of them. No judgment or discussion is allowed during brainstorming, BE CREATIVE!
3. **Evaluate the alternatives.** Look at the consequences of each possible solution. Work together to find a solution acceptable to all. Give and take is necessary for a win-win solution.
4. **Choose the best solution.** Mutual agreement/consensus and commitment are necessary.
5. **Implement the solution.** Decide when and how to evaluate: changes needed, delegation of tasks, time frames for completion, etc.
6. **Assess the results with a follow-up evaluation.** Is the situation better or worse? If it is better, do you want to continue? If it is worse, look for another solution from the brainstorming session and implement it. Be persistent until the problem is resolved

## **FIGHTING FAIR**

1. *Accept the fact that conflict will always exist.* Tension and stress are the basis of most marital conflict, and the military generates a particular kind of stress.
  - Frequent moves.
  - TDYs and deployments.
2. Learn to focus on one issue at a time during a discussion, and think before you speak. Keeping a cool head goes a long way toward resolving problems.
3. During a confrontation, allow your spouse equal time to speak his/her mind. An argument is essentially a debate and a debate cannot be successful unless both sides get a chance to air their views. *There should be no winners and no losers.*
4. When your spouse is talking, **LISTEN** to what he/she has to say.
5. Use a team approach to problem solving. Collaborative management is more effective. Remember, two people working as a team can get a lot more done than two adversaries can.
6. Don't run away from a confrontation; either physically or by using alcohol or drugs. Remember, for help with really tough problems, don't hesitate to contact the Army mental health counselors, chaplains and social workers.
7. Eliminate verbal weapons such as "I don't love you" or "You don't love me". Such tactics amount to emotional blackmail and can only foster resentment and anger. The military demands 24 hour availability, which makes it easier for family members to feel as if the service member is more attached to the military than to his/her family.
8. Never say: "I told you so". Help your partner save face if you should "win". Remember that a problem solved is a win for both.
9. Take "small bites". Don't try to settle a big issue in one sitting. Take your time and try to resolve the conflict one step at a time.
10. Never argue in bed!! Use a neutral room, and affirm your love often.
11. When angry, avoid comparing your spouse with someone else or bringing up past situations. Stick to the issues at hand and remember that you are dealing only with the person in front of you.
12. Do not hit below the belt. "Belt line" remarks often concern something in your spouse's appearance which he/she is sensitive about.

13. Learn to deal with jealousy. A conflict common in military marriages is caused by the recognition awarded to the military member for his/her dedication while the spouse goes unrecognized for her/his efforts and support.

14. Learn to be autonomous. Both you and your spouse will have to learn to do things by yourselves on occasion.

15. Realize that marriages and relationships don't always work out to be peaches and cream. You must make the choice to STAY together; marriage takes work from both of you.

The key to success by using these fair fighting techniques is the ability to put the interests of the couple above one's own concerns. The next time an argument arises, try these techniques. After all, you're in this together.

**MARRIAGE TAKES TWO PEOPLE  
WORKING TOGETHER  
TO MAKE A WINNING TEAM!**

## POST-DEPLOYMENT

Any combination of these  
FEELINGS

Could lead to any of these  
BEHAVIORS

### PARENTS:

Fear of infidelity  
Let down (fantasy of reunion  
doesn't live up to expectations)  
Anger at absence  
Jealousy of kid's preference for  
other parent  
Both feel "*I had it worse.* "

Questioning, suspiciousness,  
incidence of spouse abuse  
Withdraw or try to take power back  
through physical violence  
Difficulties compromising, often  
wants other to *take care of me.*

### PRESCHOOL CHILDREN:

Joy, Excitement  
Wants reassurance  
Anger causes desire to punish or  
retaliate against returning parent  
Maybe afraid of returning parent

May have made something for returning  
parent, wants recognition  
Clingy  
Oppositional/Avoidal behavior  
Attention seeking behavior, compete  
with other parent and siblings

### ELEMENTARY CHILDREN:

Joy, Excitement  
Remaining anger  
Anxiety over changing roles in family  
Competition with dad for masculine role

May have made something for returning  
parent and wants recognition  
Attention seeking behavior after things  
have settled  
May act out anger  
May attempt to initially split parents

### ADOLESCENT CHILDREN:

Anger  
Relief  
Resentment

Defiance  
Behavior problems  
School Problems



# ARMY FAMILY ADVOCACY PROGRAM

## Points of Contact

<b>ASG / BSB / AST</b>	<b>LOCATION</b>	<b>Office</b>
<b>6th ASG</b>	Stuttgart	430-7176
<b>22nd ASG</b>	Vicenza, Italy	634-7420
<b>26th ASG</b>		
233rd BSB	Darmstadt/Babenhausen	348-6440
293rd BSB	Mannheim	385-2525
411th BSB	Heidelberg	370-6975
415th BSB	Kaiserslautern	
<b>80th ASG</b>	SHAPE Mons, Belgium	423-5425
NATO SPT ACT/AST	Brussels, Belgium	365-9727
254th BSB	Schinnen, The Netherlands	360-7367
<b>98th ASG</b>	Wuerzburg	351-4328
235th BSB	Ansbach / Illesheim	467-2370
279th BSB	Bamberg	469-7777
280th BSB	Schweinfurt	354-6870
417th BSB	Wuerzburg / Kitzingen	350-7103
<b>100th ASG</b>	Grafenwoehr	
282nd BSB	Hohenfels	466-4771
409th BSB	Grafenwoehr-Vilseck	476-2797
<b>104th ASG</b>	Hanau	
221st BSB	Wiesbaden/Dexheim	337-5034/5754
284th BSB	Giessen/Friedberg	343-7618
222nd BSB	Baumholder	485-6985/8542
414th BSB	Hanau	322-9360

# MWR



## **DIRECTOR COMMUNITY ACTIVITIES**

	<b>LOCATION</b>	<b>PHONE</b>
<b>ASG</b>		
<b>6th</b>	<b>Stuttgart</b> Patch	<b>421-2805</b>
<b>22nd</b>	<b>Vicenza</b> Livorno	<b>634-7958</b> 633-7746
<b>26th</b>	<b>Heidelberg</b>	<b>373-1350</b>
411th	Heidelberg	373-1550
415th	Kaiserslautern	489-7207/7210
233rd	Darmstadt	348-1550
293rd	Mannheim	385-3169
<b>80th</b>	<b>Chievres</b>	<b>361-1350</b>
254th	Schinnen	360-7424/1550
IHSC	SHAPE	423-4777
NSA	Brussels	365-9753
<b>98th</b>	<b>Wuerzburg</b>	<b>350-1350</b>
417th	Kitzingen	355-1550/8317
235th	Ansbach	468-1550
279th	Bamberg	469-1550
280th	Schweinfurt	354-6605
<b>100th</b>	<b>Grafenwhr</b>	<b>475-1350</b>
409th	Vilseck	476-2762
282nd	Hohenfels	466-2839
<b>104th</b>	<b>Hanau</b>	<b>322-1350</b>
221st	Wiesbaden	338-7719
222nd	Baumholder	485-1550
284th	Giessen	343-1550
414th	Hanau	322-1550

## **SINGLE SOLDIER FOCUS ACTIVITIES**

IMA BSBs will offer the following programs and events for all Soldiers during "half-day reintegration". These programs are focused on single and unaccompanied Soldiers.

Single Soldier Welcome Home Appreciation Nights

Revitalize Your Car programs to include free car wash, free safety inspections, free brake tests, battery charging and free reserved bay time.

Athletic tournaments in billiards, 3-man basketball, darts, table tennis, bowling and foosball.

Reduced tickets to community theater presentations

Free Bowling during specified times

Cards that identify the returning Soldier and give special access and/or discount to designated community establishments as individually identified by BSB communities.

These programs will be offered in ALL BSBs, unless specifically exempted by ASG Commanders for scheduling and availability factors.

Ask your Rear Detachment Commander for more information!

## **Better Opportunities for Single Soldiers (BOSS) Program**

The BOSS program supports the overall quality of life for single and unaccompanied soldiers. BOSS identifies well-being issues and concerns and recommends improvements through the chain of command. It also encourages and helps single and unaccompanied soldiers identify and plan recreational and leisure activities. Additionally, it gives these soldiers the opportunity to participate in and contribute to their respective communities.

Continuous, dynamic command participation as the driving force behind our BOSS program. Commanders and soldier representatives, together with the staff of the United States Army Installation Management Agency, Europe Region Office, must work as a team to ensure that the needs of our soldiers are foremost in the decision-making process. Through the involvement of our BOSS programs, we will have a positive and direct effect on the community and well-being of soldiers throughout the Army in Europe.

### **What Does BOSS Do?**

- Supports the chain of command by identifying quality of life (QOL) issues and concerns, and by providing recommendations for improvement
- Encourages and assists single soldiers in identifying and planning for recreational and leisure activities.
- Provides an opportunity for single soldiers to participate and contribute in their respective communities.

### **What does BOSS Give You?**

- Cultural Opportunities
- Community Involvement
- Partnership
- Great Trips

## BOSS CONTACT ROSTER

### HQ USAREUR, Program Manager

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### Bad Aibling

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## **BOSS CONTACT ROSTER (Cont'd)**

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### **Kaiserslautern, 415th BSB**

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### **80th ASG**

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### **Schinnen, 254th BSB**

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### **98th ASG**

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DSN: 351-4358

### **Kitzingen, 417th BSB**

[Paul.Calain@cmtymail.98asg.army.mil](mailto:Paul.Calain@cmtymail.98asg.army.mil)

DSN: 355-8629

### **Ansbach, 235th BSB**

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DSN: 467-4682

### **Bamberg, 279th BSB**

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## **BOSS CONTACT ROSTER (Cont'd)**

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### **104th ASG**

DSN: 322-8656/1740

### **Wiesbaden, 221st BSB**

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DSN: 334-5204, CIV: 06133-69-204

### **Dexheim AST, 221st BSB**

DSN 334-5004

### **Baumholder, 222nd BSB**

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DSN: 485-6115/6513

### **Giessen, 284th BSB**

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DSN 324-3158

### **Hanau, 414th BSB**

DSN: 322-8391/9617, CIV: 06181-574635

[Monika.lamb@39fb.hqusaeur.army.mil](mailto:Monika.lamb@39fb.hqusaeur.army.mil)

DSN:322-8805



## Armed Forces Recreation Center Resorts in Europe



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Armed Forces Recreation Centers (AFRC) are centrally managed as joint services facilities by the Army's Community and Family Support Center (CFSC) in Alexandria, Virginia, with vacation resorts located worldwide welcoming all US military service members. AFRCs are non-appropriated funded entities with a mission to support readiness, retention and service member well-being.



# DODDS



## DODDS Reunion Information

The reunion phase actually begins a couple of weeks before the parent's return as the child begins to anticipate the reunion. Children feel a mixture of excitement and fear during this time. They will be wondering what the reunion itself will be like and questioning: "How has Mommy/Daddy changed?," "Will he recognize me?," "Will she know who I am?" This phase can actually be the most difficult for children, so support from parents and teachers is especially crucial as the deployment nears its end.

### Parents

Parents should thoroughly discuss the homecoming with their children. Both the deployed parent and the caregiver should raise the subject with children in advance of the reunion so children will have a chance to prepare for the return.

- Caregivers, talk with your children about their excitement and concerns. Let them know it's normal to be nervous. Talk about all the updates children can share with the returning parent and guess what she/he may have to share with you.
- Plan special events and activities for the deployed parent's return. Creating handmade "welcome home" signs and planning to cook a favorite food or meal will help make the upcoming reunion seem more real. If children have an important project or event coming up in school, make plans to involve the deployed parents when they return.
- Deployed parents should express their excitement to be with their children again. Tell them what has changed about you. Let them know you can't wait to see and hear about their changes — a new haircut, new friends, their new favorite book or subject in school.

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www.militarychild.org

### Educators

Teachers should note the date of parents' returns and pay special attention to the affected students during the time surrounding the reunion.

- Reunions, though happy, are stressful for the whole family. Children might assume that everything will be exactly as it was before. Let them know that it will take time for everyone to adjust and that this is part of the process. Anticipate that it may take several weeks for things to settle into a new routine.
- When things have settled down, set aside a special time to talk about school. Look over old homework and tests. Talk about ways to be involved in ongoing and future school projects. Children will have established a pattern of going to the parent that stayed home for educational support. Caregivers should encourage children to seek help from both parents. The returning parent should make a special effort to discuss school and school activities; by talking about it, children will see that it is important to you.
- Create a special project that allows students to express their feelings: make a welcome home card or write a letter about "The Things I Missed Most About You" or "Why I'm Proud of My Daddy/Mommy."
- Discuss new behavior during this period with the student's caregiver. If possible, talk or write to the deployed parent about concerns you have so they have the information before they return home.
- If a student seems especially apprehensive, consider planning a counseling session for the student to talk about his or her concerns or invite the counselor to talk to the class about reunions.
- Invite the returned parent to class. The whole class can benefit from hearing about the parent's trip. This also contributes to a students' sense of pride in their parents and the difficult job that he or she completed.

I am the daughter of a soldier.

I am afraid,

to see him in uniform, to watch him practice  
for the unthinkable, to hear the planes of war  
overhead, knowing that one day the call will  
come to take my Daddy away.

I am the daughter of a soldier.

I am proud,

to know what my father represents is good,  
who he protects is innocent, and the ones  
that he fights are evil.

I am the daughter of a soldier.

I am strong,

I must be willing to give my father to those  
who need him more, ignoring the pain in my  
heart when he must go.

I am the daughter of a soldier.

I have courage,

when I look into my father's eyes,

I see his courage.

I see his pride.

I see his strength.

I see what no one else can see,

I see my father.

By Haylee, 8th Grade

Kaiserslautern Middle School, Germany

## Deployment Reunions and Children

Deployment reunions and reintegration are a process, not an event. The process requires time and effort. Stress levels may remain high up to seven months post deployment. School is a setting that remains the same for the child of a deployed parent. Therefore, it is an important part of their life. Families and schools working together help children adjust to the changes inherent in deployment reunions and reintegration.

### **Tips for Parents:**

- Talk with your children before the service member comes home much as you did when the parent was preparing to leave.
- Tell your child's teacher about the return of the military parent from deployment.
- Use the services of the Family Support Center and Army Community Service to help address the special challenges of wartime deployment reunions and reintegration.
- Know that children's behavior will greatly depend on how their parents renegotiate, compromise, and communicate.
- Take care to avoid abruptly shifting love and attention from the children to the returning spouse.
- Help children understand that they have changed while the parent was away, AND that the parent has changed, too. Assure them that even though the parent may look or act differently than the child remembers, the returning parent is their same father or mother that left and that loves them.
- Understand that children may experience a variety of feelings-

**Happy** that they will be seeing the parent again.

**Afraid** that the parent will not like the way they have changed, or that the parent will leave again.

**Excited** about being able to share some of their favorite activities again.

**Proud** that their parent is doing an important job for our country.

**Jealous** of the time and attention taken from them and now given to the returning parent.

**Worried** that all these feelings are not normal.

- Know that the children may not respond to discipline from the returning parent because of loyalty to the parent that remained behind. Children may test the limits of the family rules to find out how things may have changed with the return of the deployed parent.

Go slowly and let the children set the pace in accepting the parent back. Plan some special time for just the child and the returning parent to get reacquainted.

- Take care of yourselves and your relationship so that you are available for your children.

**Tips for School Personnel:**

- Utilize materials provided by Family Support Center and Army Community Services with students to assist them with the deployment reunion process.
- Communicate with parents if new, concerning behaviors begin to be displayed. Children are good indicators of what is happening in the family.
- Understand that the unification process occurs during the three-four weeks following the return of the deployed parent, and the reintegration phase occurs after that. Be patient with families as they work through this process.
- Listen as children talk about the coming home experience.
- Allow children to miss school to spend time with their reunited family with no penalties.

**Tips for Children:**

- Make a special card or sign to welcome your parent home.
- Write a letter to your returning parent and tell of the ways you have changed. Ask how he or she has changed, too.
- Share your parent's time with other family members
- Be patient if things seem uneasy at first. Everyone will need to adjust.

Prepared by H. Hasenbuhler, November 2003

School Psychologist, DoDDS-Europe

Sources of information: NASP Communique'; Scriptographic Booklets by Channing L. Bete Co., Inc.

**DoDDS-EUROPE  
FAMILY SUPPORT ISSUES  
POINTS OF CONTACT AND RESOURCES FOR SCHOOLS**

**DoDDS-EUROPE POINT OF CONTACT FOR FAMILY SUPPORT ISSUES**

Dr. Gretchen Ridgeway, DoDDS-Europe Crisis Intervention  
DSN 338-7799  
[Gretchen\\_Ridgeway@eu.odedodea.edu](mailto:Gretchen_Ridgeway@eu.odedodea.edu)

**MAJOR COMMAND POINTS OF CONTACT FOR FAMILY SUPPORT ISSUES**

**EUCOM**

Pamela Smith  
Chief Community, Family & Education Branch  
HQ USEUCOM J1-Q  
DSN 314-430-5336 (Comm 49-711-680-5336)  
FAX DSN 314-430-4562  
[smithp@eucom.mil](mailto:smithp@eucom.mil)

**USAREUR / IMA-EUROPE**

Rickcord B. Gibbons  
Chief, ACS, IMA - EURO Region  
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FAX: DSN 370-8491/06221-57-8491  
[gibbonsri@ima-e.army.mil](mailto:gibbonsri@ima-e.army.mil)  
[www.MWR-Europe.com/www.ACS-Europe.org](http://www.MWR-Europe.com/www.ACS-Europe.org)

**COMMAND SCHOOL LIASION OFFICE**

**USAREUR / IMA-EUROPE**

Scott A. Haines  
School Liaison Officer, IMA Europe  
Tel: DSN: 370-7272  
Tel: COM: 06221-57-7272  
email: [hainess@ima-e.army.mil](mailto:hainess@ima-e.army.mil)

## **DOD RESOURCES**

### **DEPARTMENT OF DEFENSE EDUCATION ACTIVITY (DoDEA)**

Crisis Planning including Deployments

[www.odedodea.edu](http://www.odedodea.edu)

Click on *Crisis* at the bottom of the page

### **DoD DEPLOYMENT HEALTH SUPPORT**

List of links to military resources online

[http://deploymentlink.osd.mil/deploy/family/family\\_support.shtml](http://deploymentlink.osd.mil/deploy/family/family_support.shtml)

### **DOD EDUCATIONAL OPPORTUNITIES DIRECTORATE**

website is: [www.militarystudent.org](http://www.militarystudent.org)

There are two guidebooks completed on the website:

Part I: Educator's Guide to the Military Child During Deployment

Parent's Guide to the Military Child During Deployment and Reunion

Part II: Educator's Guide to the Military Child During Post-Deployment -Challenges of Family Reunion and Readjustment

The third should be finished and on the website soon.

**Dr. [Jean Silvernail](#), Program Analyst, OASD(FMP)/MC&FP**

Phone: 703-602-4949 ext.117

Fax: 703-602-4972

[Jean.Silvernail@osd.mil](mailto:Jean.Silvernail@osd.mil)



## OUTSIDE AGENCIES OR ORGANIZATIONS

### **Military.COM**

Deployment and the Family --[Top 5 Things to Do](http://www.military.com/deployment)  
<http://www.military.com/deployment>

### **MCEC**

The Military Child Education Coalition (MCEC) is working to solve the challenge of helping schools and military installations deliver accurate, timely information to meet transitioning parent and student needs, and in the development and education of children from military families.  
[www.militarychild.org](http://www.militarychild.org)

### **Books for Brats**

General site for military children.  
<http://www.booksforbrats.net/book/main.htm>

**An article entitled, “Help Kids In Military Families Cope:**

***Psychiatrist Offers Tips To Support Children” on the stress of deployment for military students.***

<http://www.wnbc.com/family/2107168/detail.html>

**Another article entitled “Military Kids: War Fears Hit Home” on family stress during deployment from CBS *The Morning Show*.**

<http://www.cbsnews.com/stories/2003/02/28/earlyshow/contributors/tracysmith/main542323.shtml>

### **Compiled by:**

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FAX: DSN 338-7565 CIV 0611-380-7565  
[ogaraf@eu.odedodea.edu](mailto:ogaraf@eu.odedodea.edu)

**LEAVE**



Bldg #400 – COMM: 069-6996424 DSN: 330-6424  
Operating Hours: Mon – Sun 0900-1400

## **Commonly Referenced Numbers (Frankfurt Area)**

### **Car Rental: Euro Car Agency (Frankfurt International Airport)**

Terminal "1" Hall "A" – COMM: 069-697970

Operating Hours:	Mon – Fri	0730 – 1800
	Sat	0800 – 1200
	Sun	0900 – 1100

Required Documents: Credit Card

International Driver's License (with USA License or USAREUR Driver's License)

### **Hertz – COMM: 069-69593244**

Operating Hours: Mon – Sun 0600 – 0100

### **Gateway Inn Billeting (Rhein Main)**

Bldg # 600 – COMM: 069-6994600 DSN: 330-4600 FAX: 330-7442

Cost:	Single w/Shared Bathroom	24.50 per day
	Suite	36.00
	2 & 3 Bedroom Apartment	41.00

### **Steigenberger – Esprix Hotel**

**Cargo City Zued – COMM: 069-69709485 FAX: 069-69709444**  
**Airport Park 60549 Frankfurt**

Cost:	Single	100 Euros (includes tax) per day
	Double	122 Euros (includes tax) per day

# **FLUGHAFEN BUS SCHEDULE** **TO/FROM FRANKFURT INTERNATIONAL AIRPORT**

1. The Flughafen Shuttle Bus is scheduled to operate from 0700 to 1700 hours Monday through Friday with the last bus stopping at the 64<sup>th</sup> Replacement Company. On Saturdays, Sundays and all U.S. Federal Holidays, the Flughafen Shuttle operates from 0700 to 1200 with the last bus leaving the USO office (in Terminal # 1, Hall C) at 1145.

2. Daily Bus Schedules

Daily Bus Schedule for 2 Busses				Weekend Schedule: 1 bus		
DEPARTS 64 <sup>TH</sup> RC	ARRIVES TERM 1	ARRIVES TERM 2	ARRIVES 64 <sup>TH</sup> RC	DEPARTS 64 <sup>TH</sup> RC	ARRIVES *TERMINAL 1	ARRIVES **TERMINAL 2
0645	0700	0715	0730	0730	0745	0800
0700	0730	0745	0800	0830	0845	0900
0740	0800	0815	0830	0930	0945	1000
0810	0830	0845	0900	1030	1045	1100
0840	0900	0915	0930	1130	1145	return to the 64 <sup>th</sup> R.C.
	0930	0945	1000			
0910						
0940	1000	1015	1030			
1010	1030	1045	1100			
1040	1100	1115	1130			
1210	1230	1245	1300			
1300	1315	1345	1400			
1400	1415	1445	1500			
1440	1500	1515	1530			
1510	1530	1545	1600			
1540	1600	1615	1630			
1610	1630	1645	end			

3. The shuttle will stop at the following locations:

At Terminal # 1, the shuttle bus stops at the USO Office in Hall C, 1<sup>st</sup> floor by Terminal exit door #7.

At Terminal # 2, the shuttle bus stops Bus Stop # 14S, at Hall D, by Terminal exit door # 3.

At the 64<sup>th</sup> Replacement Company, the bus stops in front of building #368, from 0700 – 1300 hours. After 1300 hours, the shuttle bus stops in front of building 371.

4. If you are encountering problems at the Airport, dial 128-7525/6152 from any airport information phone to get in contact with the Staff Duty Desk. Be prepared to give the Staff Duty your name, rank, and location (Terminal 1 or 2). For the security and the safety of the bus and its passengers, all passengers must possess a valid military I.D. card, THERE ARE NO EXCEPTIONS TO THIS. U.S. Passport holders are authorized to ride the Flughafen Shuttle Bus but must be escorted by a U.S. military I.D. cardholder.

## USO CENTERS – EUROPE

Also on line at <http://www.uso.org>

### USO Europe

Unit 29623  
CMR 444 Box 8100  
APO AE 09096  
Phone: 0049 (0) 6134-604480/604381  
Email: [uso.europe@taunus.de](mailto:uso.europe@taunus.de)  
Gail Camillo, Regional Director USO  
Europe

### USO RHEIN MAIN AREA

USO Rhein Main Area Web Site  
Unit 29623, Box 1  
APO AE 09096  
Phone: 011/49-611-721010  
Fax: 011/49-611-723371  
Jerry Beatty, Director  
E-Mail: [usorma.director@taunus.de](mailto:usorma.director@taunus.de)  
Office Hours:  
Monday-Friday-0800-1600  
(Frankfurt)  
(Wiesbaden)

### USO KAISERSLAUTERN

USO Kaiserslautern Web Site  
Unit 23152  
APO AE 09227  
Phone: 011/49-631-536-7233/7851  
Fax: 011/49-631-536-779  
E-Mail:  
[murrenw.uso@cmtymail.26asg.army.mil](mailto:murrenw.uso@cmtymail.26asg.army.mil)  
Walt Murren, Director  
Office Hours:  
0830-1700  
(Baumholder)  
(Kleber Kaserne)  
(Landstuhl)  
(Ramstein)

### USO RHEIN-NECKAR

USO Rhein-Neckar Web Site  
Unit 29901 Box 18  
APO AE 09086  
Phone: 011/49-621-730-3468  
Fax: 011/49-621-735-513  
DSN: 385-3195/3668  
E-Mail:  
[mike.lewis@cmtymail.26asg.army.mil](mailto:mike.lewis@cmtymail.26asg.army.mil)  
Mike Lewis, Director  
Office Hours: Monday-Friday-0800-1700,  
Closed Weekends  
(Darmstadt)  
(Heidelberg)  
(Mannheim)

### USO HANAU

USO Hanau Web Site  
Unit 20193 Box #31  
APO AE 09165  
Phone: 011/49-6181-56119  
DSN: 322-8725/8422  
Fax: 011/49-6181-55775  
E-Mail: [uso.hanau@aranea.de](mailto:uso.hanau@aranea.de)  
Office hours: M-F 0900-1700  
(Budingén)  
(Pioneer Kaserne)

### USO STUTTGART

USO Stuttgart Web Site  
Unit 30401, Bldg. 2307  
APO AE 09131  
Phone: 011/49-711-680-8811  
Fax: 011/49-711-687-7487  
Email:  
[Frank.Dunn@cmtymail.6asg.army.mil](mailto:Frank.Dunn@cmtymail.6asg.army.mil)  
Frank Dunn, Director  
(Schweinfurt)  
(Stuttgart-Vaihingen)

## **USO CENTERS – CONUS**

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International Pier, Lower Level, P.O. Box 28782,  
BWI Airport, MD 21240  
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Fax: 410/918-6945 DSN Fax: 243-6945,  
Service hours: 9:00 am - 10:00 pm daily  
Adrienne Trout, Director

**USO JFK AIRPORT CENTERS**  
Delta Flight Center (International Terminal)  
Phone: 718/656-4616  
Fax: 718-995-7018  
TWA Domestic Arrival Area, Bldg. 58  
Phone: 718/995-5539  
Helen Colford, Manager

**USO OF PENNSYLVANIA & SOUTHERN NEW JERSEY, INC.**  
USO of Philadelphia, Inc. Web Site  
Terminal D  
Philadelphia International Airport , Philadelphia, PA 19153  
Hours of Operation: Daily 8am-8pm  
Phone: 215/365-8889; 215/365-8868  
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Joan Cote Executive Director  
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**REINTEGRATION  
PROCESS  
AND  
USAREUR  
INDIVIDUAL  
REINTEGRATION  
CHECKLIST**





# Reintegration



- A deliberate plan for ensuring the well-being of Soldiers, civilians and their families as they reunite after an extended and arduous deployment.
- This is the human dimension of redeployment.

AN ARMY FORWARD ➤ ANY MISSION, ANYWHERE!

UNCLASSIFIED

REINTEGRATION



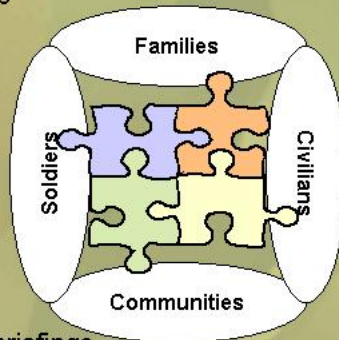
## The Human Dimension

### Physical

Health Assessments  
Medical Tests  
Medical Treatment

### Mental

Life Experience Debriefings  
Post Deployment Stress  
Army Research Institute (ARI)  
Surveys  
Army One Source



### Emotional/Spiritual

Dealing w/ Children  
(DoDDS/Child Care  
Providers)  
Suicide Awareness Training  
Reunion Training

### Environmental

Safety  
Re-set the soldier  
Barracks/Quarters  
HHGs  
POVs  
Administrative Requirements  
Welcome Home Ceremonies

AN ARMY FORWARD ➤ ANY MISSION, ANYWHERE!

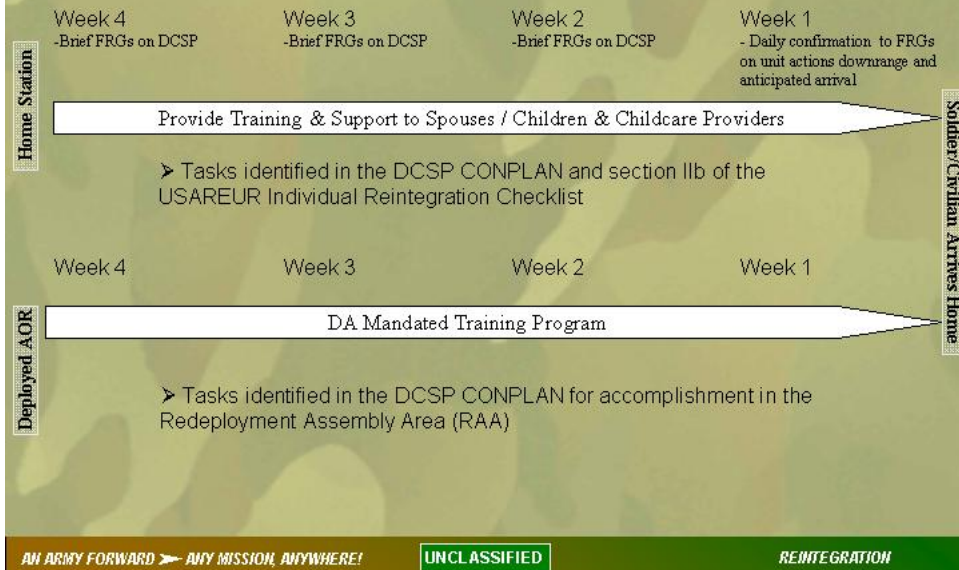
UNCLASSIFIED

REINTEGRATION



## Preparing for the Reunion Model

### PRIOR TO RETURN TO HOME STATION



## The ½ Day Model

Half-days are designed to gradually reintroduce soldiers to the family unit prior to full-time block leave.

### Arrival at Home Station

- Personnel Accountability
- Sensitive Item Accountability
- Sensitive Item Turn-in
- Re-set Soldiers in Barracks

### Day 1

- Unit Specific Reintegration Requirements
- Receive Deployed Medical Records
- Verify Pre Deployment DSC task completed
- Re-set Soldiers in Barracks
- Request HHG
- DCSP Facilitator In-brief

### Day 2

Re-Set the Soldier

### Day 3

Training/Survey Sessions

Medial Tests/Treatments

Emotional/Mental/Family Sessions

### Day 4

### Day 5

### Day 6

### Day 7

### Day 8 (+)

Administrative Tasks / Prepare and Assist with Block Leave Travel Plans

Training / Survey Sessions

Medical Tests / Treatments

Emotional / Mental / Family Sessions

-Half-Day Schedule is Completed

-Reintegration continues as necessary

-Last Event is the Formal Welcome Home Ceremony



## Reintegration Checklist

USAREUR Individual Reintegration Checklist requires LTC Cdr to certify completion.



- Individual Soldiers must complete mandatory tasks on the checklist prior to Block Leave
- RDCs will provide the checklist to individuals on Day 1